



U.S. Department of Transportation
National Highway Traffic Safety Administration

INFORMATION ACT (FOIA) 5 U.S.C. 552(B)(6)

Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received	Repository <input type="checkbox"/>
17-JAN-2013 FEB 25 2013	Reference No. 10493322

OWNER INFORMATION (Type or Print)			
Name	[REDACTED]		
Address	[REDACTED]		
City	State	Zip Code	
AMHERST	MA	[REDACTED]	
Daytime Telephone Number	E-mail Address		
[REDACTED]	[REDACTED]		
Evening Telephone Number	[REDACTED]		

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 5TDBK3EH9CS [REDACTED]	Make TOYOTA	Model HIGHLANDER	Model Year 2012
Date Purchased 6/1/12	Dealer's Name and Telephone Number TOYOTA OF GREENFIELD		Engine: No: Cylinders V-6
Original Owner <input checked="" type="checkbox"/>	Dealer's City GREENFIELD	State MA	Zip Code 01301
Transmission Type <input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 06-NOV-2012

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: LIGHTING (PWS)	Failure Mileage	Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTM19ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:
Tire Component Code	Tire Failure Type:	

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N
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Narrative Description of Incident(S), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

TL* THE CONTACT OWNS A 2012 TOYOTA HIGHLANDER. THE CONTACT STATED THAT THE HEAD LIGHTS WERE TOO DIM, MAKING IT DIFFICULT FOR NIGHT DRIVING. THE VEHICLE WAS TAKEN TO THE DEALER. THE TECHNICIAN VERIFIED THE FAILURE AND ADJUSTED THE LIGHTS HOWEVER, THE FAILURE WAS NOT REMEDIED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE BUT DID NOT OFFER ANY ASSISTANCE. THE VEHICLE WAS NOT REPAIRED, THE FAILURE MILEAGE WAS UNKNOWN AND THE CURRENT MILEAGE WAS 4,000.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

[REDACTED]
Amherst MA [REDACTED]
Feb 5 2013
[REDACTED]

US Department of Transportation
National Highway Traffic Safety Admin.
Office of Defects Investigation NVS-210
1200 New Jersey Avenue SE
Washington DC 20077-9382

Attn: Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation

This letter is in regards to Reference No. 10493322.

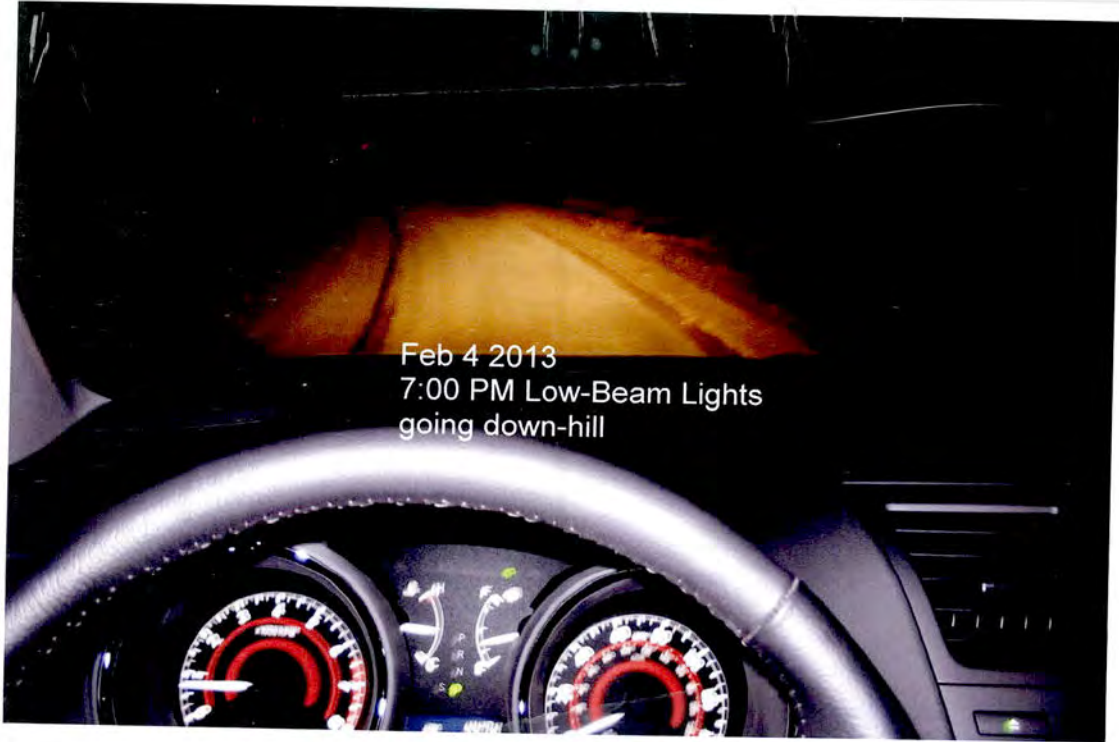
The design of the low-beam projector headlights on our 2012 Toyota Highlander causes a visor to appear on the upper half of the driver's vision. The visibility is very bad on dark country roads with no other street lighting and is much worse when going downhill creating a safety hazard.

Enclosed are three photographs showing just how bad the visibility is.

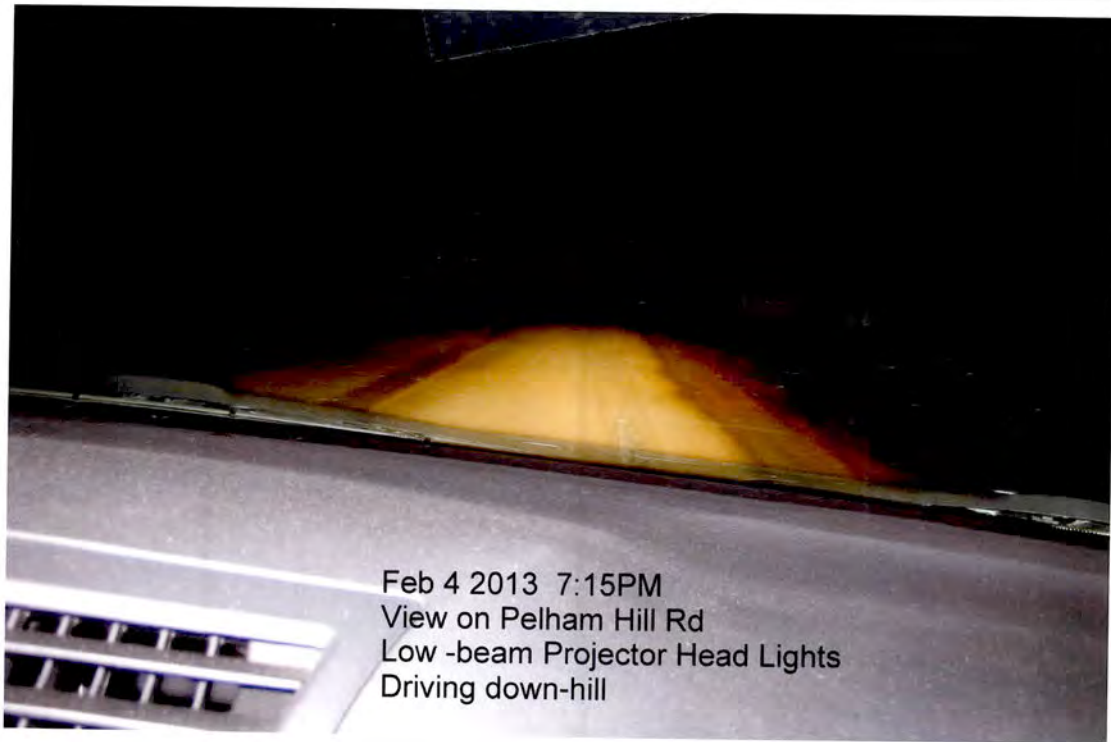
We have had numerous conversations with Toyota and their only suggestion is for us to go for a third party arbitration. Toyota does not accept the fact that these headlights are a problem. Our case # with Toyota Customer Asst. Center is: 1301182369

Thank you,
[REDACTED]

Tel No [REDACTED]



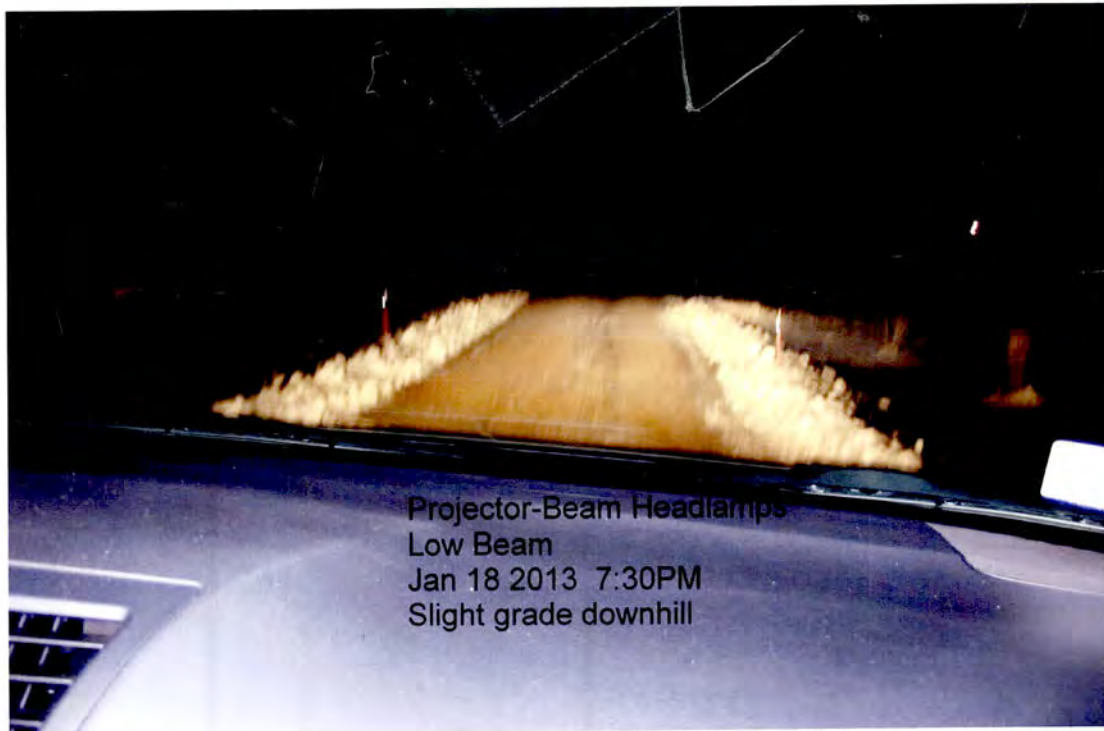
Feb 4 2013
7:00 PM Low-Beam Lights
going down-hill



Feb 4 2013 7:15PM
View on Pelham Hill Rd
Low -beam Projector Head Lights
Driving down-hill



Looking out windshield
Projector-Beam Headlamps
Low Beam Jan 18 7:30PM
Slight grade downhill



Projector-Beam Headlamps
Low Beam
Jan 18 2013 7:30PM
Slight grade downhill